

E911 Dispatch Center

Last Updated Thursday, 24 May 2007

The mission of the Frankfort/Franklin County E911 Dispatch Center (EDC) is to serve the citizens and visitors of this community by answering both emergency and non-emergency calls for service and dispatching the appropriate agency to that call as needed.

It is our goal to handle all such requests in a courteous, professional, expeditious manner in order to reduce/minimize as much as possible the injury, loss, and/or trauma associated with that specific incident.

The Frankfort/Franklin County E911 Dispatch Center is a non-profit, publicly owned, PSAP (Public Safety Answering Point) that serves the citizens and visitors of Frankfort and Franklin County. We answer calls for service and dispatch for the Frankfort Police, Frankfort Fire/EMS, Franklin County Fire, and the Franklin County Sheriff's Department.{slide=Enhanced 911}

The "E" in front of "911" indicates that we are "Enhanced". What that means is that whenever someone dials 911 from a regular telephone (not a cell phone), the name of the person that that telephone is billed to, their address, and their phone number appears on a screen in front of the dispatcher. This can be very valuable to us in cases where the caller is unable to provide this information.

We are a "Phase II" certified 911 Center. That means that when you dial 911 from a wireless (cellular) phone, we will receive your phone number and an approximate latitude and longitude of your cell phone. This is plotted onto a map which can assist us in locating the caller should they be unable to provide that information.

"911" should not be entered into a phone as a pre-set or "one button" function as this often leads to accidental calls. All accidental calls are treated as real emergencies until the dispatcher can verify otherwise.

The EDC is a non-profit, publicly owned agency that is under the direction of the City of Frankfort. Funding is provided through local taxes and through a 911 surcharge. This surcharge is pursuant to KRS 65.760 and is currently set at \$1.00 per month to be paid by each exchange telephone subscriber in the City of Frankfort on an individual line basis limited to a maximum of twenty-five exchange lines per account effective July 1, 2001 (Frankfort Municipal Code 9.52.030 "Enhanced 911 Fee").{slide} {slide=History}

In 1991, the City of Frankfort created a Central Dispatch Center by combining the individual dispatch centers of the Fire and Police Departments. This greatly improved our level of service by placing the Dispatchers for both services within the same radio room. Communications between the two departments no longer required calling back and forth between them on the telephone and some duplicate activities were eliminated.{slide} {slide=Hours of Operation}

The EDC operates 24 hours a day, 7 days a week, 365 days a year (366 days if it is a leap year).{slide} {slide=Staffing}

The EDC operates with 17 full-time dispatchers and 1 part-time dispatcher. Each full-time dispatcher works 40 hours per week. Part-time dispatchers work on an as needed basis. Each work day is broken down into 3 primary shifts with other shifts used to overlap the primary shifts.{slide} {slide=Training}

Training for E911 Dispatchers is conducted both in-house and through a state required certification program. State training is conducted at Eastern Kentucky University (EKU) at the Department for Criminal Justice Training (DOCJT) Telecommunications Division. All dispatchers are required to complete an initial four week course and annual in-service classes thereafter.

This training involves Basic Telecommunications (telephone and radio procedures), Emergency Medical Dispatch (EMD), and Law Information Network Center/National Crime Information Center (LINK/NCIC) procedures.

In-service training in these and areas other must be completed annually to maintain certification.{slide} {slide=Open Records}

The EDC's computer documentation and voice recordings (radio and telephone) are subject to the Open Records Act, KRS 61.876 - 61.884. Open records forms are available at City Hall. All requests are to be submitted to the City Clerk.{slide} {slide=Volume of Incidents/Calls}

[Click here to view our "Volume of Incidents/Calls" page.](#){slide} {slide=E911 FAQs}

[Click here to view our most frequently asked questions.](#){slide}
Daryl S. Hensley, Director

E911 Dispatch Center

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